STATE OF TENNESSEE
Department of Finance and Administration
Office for Information Resources

REQUEST FOR INFORMATION

FOR

TIME ACCOUNTING AND REQUEST FOR SERVICE SOFTWARE AND ASSOCIATED IMPLEMENTATION SERVICES

RFI # 317.03-115

Table of Contents

REQUEST FOR INFORMATION
BY THE
STATE OF TENNESSEE
OFFICE FOR INFORMATION RESOURCES

A. STATEMENT OF INTENT

The State of Tennessee (State), Department of Finance and Administration, Office for Information Resources (OIR), issues this Request for Information (RFI) for the purpose of obtaining information to help State leadership determine options available and effort required to replace its Time Accounting and Request for Service system (Multitrak). Multitrak is currently used in OIR for enabling State agencies to submit a Request for Service (RFS) to OIR, for Time Accounting and for creating the information needed to bill agencies for hourly services received. The replacement application is not to be used as a billing system, nor will it replace any current billing systems.

The purpose of this RFI is to obtain information from prospective software vendors that can assist the State in determining:

1. The degree to which commercially-available software systems meet the State's administrative business requirements;
2. The estimated licensing and annual maintenance costs, including the cost of upgrades, for the software;
3. The estimated costs of implementing the software solution in a statewide environment;
4. The estimated costs of a turn-key solution, including installing, implementing, maintaining, and supporting replacement system of a period of 12 months, at which time the system will be turned over to OIR for ongoing support and maintenance; and
5. The estimated costs to install, implement, and maintain the solution for a period of ten (10) years, including software upgrades.

Prospective vendors are strongly encouraged to respond to this RFI. The information received in response to this RFI will help determine the direction of any future Request for Proposal (RFP) for software and implementation services, although there is no guarantee an RFP will ever be developed as a result of this RFI. Respondent information will also be used to document the business case and funding requirements for a potential replacement system. Your input is greatly appreciated.

B. BACKGROUND

B.1 Introduction

The Department of Finance & Administration (F&A) provides critical financial and administrative support functions for the State. The Governor's proposed budget for state government is developed with the oversight of F&A's commissioner, the Governor's Chief Financial Officer. F&A manages centralized accounting, budgeting and financial reporting, and is responsible for statewide information systems management, capital project management, real property management, employee insurance administration, and resource development and support.

The Office for Information Resources (OIR), a division within F&A, provides the direction, planning, infrastructure, resources, and coordination in managing the information technology needs of the State of Tennessee. OIR provides technology services to at least 50 agencies, boards, commissions, and departments.

B.2 Technical Information

Multitrak is a mainframe-based software package using Customer Information Management System (CICS) with data residing on VSAM files. As of October 2003, the software vendor, LAWSON SOFTWARE, discontinued the support of the software release that the State of Tennessee is currently running.

The online portion of the application contains 480 maps/screens and 1652 programs. The State of Tennessee does not own the source code for the online portion of the application and software release updates previously obtained from the vendor are no longer being provided. However, since the online application has not required any significant updates and has been very stable in a production environment, the current lack of vendor support is not considered to be an immediate cause for concern. Additionally, there are 78 batch programs that were developed and are maintained in-house by OIR's Systems Development and Support (SDS) staff. These programs, written in COBOL using DB2 databases, calculate billing rates, extract and load information into DB2 tables, perform activity reporting, produce customized reports, and create interfaces to other systems.

From a technology perspective, it is expected that the replacement application will be a web browser-based commercial-off-the-shelf (COTS) system. Further, it is expected that one and only one vendor will manage and will be responsible for the implementation of the replacement system, but may sub-contract to other integrator partners at the vendor's discretion.

The vendor's response to this RFI must be provided within the context of the technical environment described by the *Tennessee Information Resources Architecture, herein referred to as State Architecture*. Interested vendors may request a copy of the *State Architecture* by sending an email to the RFI coordinator listed in Section C.3 of this document.

B.3 Multitrak Usage

Multitrak tracks every Request for Service (RFS) and records labor and other costs incurred while processing those requests. The system collects leave and attendance information for OIR employees and feeds that data into the State's Data Capture / Payroll system. Labor hours attributable per RFS are billed back to the agencies and interfaced with the Billing System. Multitrak also generates billing information for the Information Technology Professional Services Contracts (ITPRO). Multitrak reports are used as a management tool to track the status of a Request for Service.

State agencies use Multitrak to initially establish project billing codes, for submitting, tracking, and reporting an RFS to OIR, and for entering hours worked by OIR employees, assigned contractors, and Co-Op students. Agencies, other than F&A's OIR division, currently do not use Multitrak as a means to enter or track the "state employee's" time, but do use it for tracking ITPRO contractors managed by the agency. However, some groups in OIR use Multitrak only to receive the initial RFS, and then assign and track RFS progress using a separate application (i.e., Remedy) and may or may not return to Multitrak to "close" the RFS once the request is complete. Therefore, tracking of an individual RFS status from an agency perspective is inconsistent and has become a major problem, causing the agency to depend on phone calls and emails to follow the progress of RFS status.

When an RFS is submitted and received by the appropriate group in OIR, Multitrak is used to initially establish the tasks to be completed, track staff assignments, and for the entering, tracking, and reporting hours worked on those assignments, for all OIR state employees and external contractors assigned to this RFS. In addition, Multitrak is used to capture and track all non-project related work activity for each state employee (i.e., vacation, sick, unassigned hours, etc.). At the end of a pay period, transactions are sent to Data Capture to process the employee's time, and billing information is created, allowing OIR to invoice agencies for services rendered. In some cases, OIR management will submit an RFS on behalf of an agency, but this is a rare exception. OIR also uses Multitrak to enter an RFS to track non-billable activity within OIR, such as employee training or special projects.

B.4 Number of Users

Multitrak currently has approximately 1500 users, and is used by at least 50 State agencies, boards, commissions and departments, Office for Information Resources (OIR) staff, external contractors, and Co-Op students.

B.5 Business Processes and Interfaces

B.5.1 Data Capture System (DCS)

The Data Capture System (DCS) is a time-capture system designed to capture and edit Time and Attendance (TAA) and Labor Distribution (LD) information for employees of the State of Tennessee. DCS eliminates duplicate data entry of time for payroll and labor distribution into separate systems. It satisfies the need for a single point of data entry during the pay period. This single point of entry of time maintains the integrity of the data processed and allows the SEIS (Shared Employee Information System) Payroll and Statewide Accounting and Reporting System (STARS) Labor Distribution Subsystems to remain in balance because they both receive information from a single source. The DCS Approval feature provides a control mechanism through which timesheet monitoring and review can be performed, and requires approval by a properly authorized approver in order for an employee to be paid. The information currently being produced for Data Capture is as follows:

Data Capture record layout

RECORD NAME	ITEM NAME	LENGTH	ITEM TYPE	VALUE
APPROVAL		1200		
		1	Alphanumeric	'A'
		9	Alphanumeric	
		2	Numeric	
		4	Numeric	
		2	Numeric	
		5	Numeric	'31703'
		39	Alphanumeric	SPACES
		1	Alphanumeric	'Y'
		9	Alphanumeric	'Approval SSN'
		2	Alphanumeric	
		2	Alphanumeric	
		2	Alphanumeric	
		2	Alphanumeric	
		1122	Alphanumeric	SPACES
(TAA)		1200		
	RECORD-TYPE	1	Alphanumeric	'T'
	SSN	9	Numeric	
	RECORD TYPE	4	Numeric	
	SSN	2	Numeric	
	PAY PERIOD YR	5	Alphanumeric	'31703'
	FILLER	39	Alphanumeric	SPACES
	PAY PERIOD	8	Alphanumeric	
	BUDGET CODE	1	Alphanumeric	
	FILLER			
	APPROVAL IND	2	Alphanumeric	
	APPROVAL ID	3V1	Numeric	
	APPROVAL YY1	1005	Alphanumeric	SPACES
	APPROVAL YY2			
	APPROVAL MM			
	APPROVAL DD			

Data Capture record layout (continued)

RECORD NAME	**ITEM NAME**	**LENGTH**	**ITEM TYPE**	**VALUE**
LABOR DISTRIBUTION (LD)				
	RECORD TYPE	1	Alphanumeric	'L'
	05 LAB SSN	9	Alphanumeric	
	PAY-PERIOD-YEAR	4	Numeric	
	PAY-PERIOD	2	Numeric	
	BUDGET CODE	5	Alphanumeric	'31703'
	FILLER	39	Alphanumeric	SPACES
	ACTIVITY DATE	8	Alphanumeric	
	SSN STATUS	1	Alphanumeric	
	FILLER	3	Alphanumeric	SPACES
	LABOR DETAIL (OCCURS 24 TIMES)			
	HOURLY AMOUNT	3V1	Numeric	
	HOURLY TYPE	2	Alphanumeric	
	HOME BASE	1	Alphanumeric	'Y'
	FILLER	40	Alphanumeric	SPACES

B.5.2 Customer Information Management System (CIMS)

CIMS is the application used to bill agencies for services performed by OIR. The information required for CIMS is as follows:

CIMS record layout

FILE NAME	**ITEM NAME**	**LENGTH**	**ITEM TYPE**	**VALUE**
AG.AG035.Billout				
	DEPARTMENT (last two positions)	2	Alphanumeric	Example, “17” for Dept “317”
	DIVISION	2	Alphanumeric	
	PROJECT NUMBER	8	Alphanumeric	
	RFS NUMBER	8	Alphanumeric	
	BILL CODE	6	Alphanumeric	
	HOURS WORKED	9(7)V99	Numeric	
	CHARGE AMOUNT	9(7)V99	Numeric	
	REVENUE COST CENTER	3	Alphanumeric	
	FILLER	33	Alphanumeric	

B.5.3 Statewide Accounting and Reporting System (STARS)

STARS functions as the State's financial system of record and is maintained by the F&A Division of Accounts. It supports appropriations, allotments, encumbrances, contract, requisitions, accounts receivable/revenue accounting, accounts payable, federal grants, capital projects and general ledger and subsidiary ledger balances. In addition to transaction processing, it includes cash management, financial reporting, pre-audit capabilities, warrant consolidation by vendor, and transaction history.

Data enters STARS by transactions being entered into the online portion of the application or through an automated system interface updated in the batch processing input phase. Accounting staff in most State agencies uses the system.

The Billing Authorization Table information in STARS is defined as follows:

STARS record layout

RECORD NAME	ITEM NAME	LENGTH	ITEM TYPE	VALUE
PROJECT RECORD				
	STATE	8	Alphanumeric	
	DEPARTMENT	2	Alphanumeric	
	FILLER	6	Alphanumeric	
	DIVISION	2	Alphanumeric	
	FILLER	6	Alphanumeric	
	PROJECT CODE	8	Alphanumeric	
	BILLING CODE	6	Alphanumeric	
	FILLER	2	Alphanumeric	

C. GENERAL INSTRUCTIONS:

C.1 The State is requesting the following information from all interested parties:

C.1.1 Business Requirements Matrix
Complete the Business Requirements Matrix (see Appendix A) in accordance with Section D.5.4.

C.1.2 Estimated Implementation and Personnel Costs Schedules
Complete the Estimated Implementation Costs (see Appendix B) and Estimated Personnel Costs (see Appendix C) in accordance with Section D.5.5.

C.1.3 Vendor Information
Complete Requested Vendor Information (Appendix D) in accordance with Section D.5.7.

C.2 RFI ID Number

The State has assigned the following RFI identification number that must be referenced in all communications regarding this RFI:

RFI-317.03-115

C.3 State of Tennessee Point of Contact

The RFI Coordinator contact information is as follows:

Walter L. "Bubba" Mullen, Director of Program Management
Department of Finance and Administration,
16TH Floor, WM Snodgrass TENN TOWER
312 8TH Avenue North
Nashville, TN 37243-0288
Phone: (615) 253-2354
Fax: (615) 532-0471
Email: walter.l.mullen@state.tn.us

C.4 Vendor Communications

All vendor communications concerning this RFI should be in writing and must be directed to the RFI coordinator listed in Section C.3.

C.5 State Not Responsible for Costs

The State of Tennessee shall not be responsible or liable for any costs incurred by any respondent in the preparation and submission of its RFI response or for other costs incurred by participating in this process. Furthermore, there is no guarantee that a procurement of software and/or implementation services will ever take place as a result of this RFI.

C.6 RFI Responses Property of the State

All responses submitted in response to this RFI become the property of the State of Tennessee. The responses shall be open for review by the public in accordance with *Tennessee Code Annotated*, Section 10-7-504(a)(7). By submitting a response, the respondent acknowledges and accepts that the full contents of the response and associated documents shall become open to public inspection.

C.7 Minimum Qualifications

The State requires that **all** respondents to this RFI meet a set of minimum requirements as follows:

Respondent must be a provider of comparable administrative software applications.

Respondent must have at least one public sector customer in production that can be used as a reference.

C.8 Disqualification Point

A response shall be disqualified and rejected by the State if the costs in the response were not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such costs with any other respondent, a State employee, or any competitor.

C.9 Exclusion

Any individual, company, or other entity involved in assisting the State in the development, formulation, or drafting of this RFI may not submit a response to this RFI.

C.10 State's Intent for Respondent

For purposes of responding to this RFI, it is the State's intent for one vendor to have primary responsibility of the contract and to form the implementation team, but may subcontract with other integration partners at their discretion.

C.11 Respondent Questions

Vendors may submit questions by sending an email to the RFI Point of Contact listed in Section C.3. Answers to questions will be returned via email and will be posted on http://state.tn.us/finance/oir/pcm/rfps.html.

D. INSTRUCTIONS FOR RESPONDING

D.1 Submission Address

Vendors that meet the minimum requirements outlined in Section C.7 are invited to submit a response to the RFI to:

Walter L. "Bubba" Mullen, Director of Program Management
Department of Finance and Administration,
16TH Floor, WM Snodgrass TENN TOWER
312 8TH Avenue North
Nashville, TN 37243-0288
Phone: (615) 253-2354
Fax: (615) 532-0471
Email: walter.l.mullen@state.tn.us

D.2 RFI Number

Please reference Request for Information # **317.03-115** with your response to this request.

D.3 Submission Date and Time

Vendor responses must be received at the location identified in Section D.1 on or before 4:00 p.m. CST on **July 30, 2004** Responses may be mailed or hand-delivered, but the respondent is responsible for ensuring timely delivery regardless of transmittal means. Responses submitted by email, facsimile transmission, or any other forms of electronic submission are not allowed. Responses received after the submission deadline will be rejected.

D.4 Submission Standards

Responses to this RFI must comply with the following standards:

D.4.1 Respondents must submit a signed original unbound copy of their response.
D.4.2 The signed original must be clearly labeled “Original” on the front cover.
D.4.3 Respondents must submit one (1) electronic copy of their response on read-only CD- ROM. Electronic copies must be formatted using Microsoft Word™ 97, or higher, and Microsoft Excel™ 97, or higher, software.
D.4.4 Pages should be numbered clearly and consecutively. Respondent name and response due date must be included on each page in the header or footer.
D.4.5 Vendor responses should be submitted in a sealed package. As stated in Section D.2, all packages containing a vendor’s response must clearly reference Request for Information # 317.03-115.

D.5 Submission and Format Instructions

In order to facilitate the analysis of responses to this RFI, responses should be submitted in accordance with the format and instructions outlined in this section as follows:

D.5.1 Title Page or Cover
The title page or cover must include:
“Response to Request for Information # 317.03-115”
“Time Accounting and Request for Service Software and Associated Implementation Services”
“Due Date **July 30, 2004** at 4 pm CST”
Respondent Name and Address

D.5.2 Transmittal Letter

The respondent must provide a written response in the form of a standard business letter. The transmittal letter shall reference and respond to the following subsections:

- The letter shall be signed by a company officer empowered to represent the respondent.
- The letter shall provide the legal entity name of the respondent.
- The letter shall provide the name, mailing address, telephone number, facsimile number and email address of the respondent’s contact person.
- The letter shall provide confirmation that the respondent meets the minimum qualifications as set forth in Section C.7.

- A transmittal letter is mandatory. Failure to provide the information as required may result in the response being considered non-responsive and rejected.

D.5.3 Table of Contents

Each response shall be submitted with a table of contents that clearly identifies and denotes the location of each section and sub-section of the response. Additionally, the table of contents should clearly identify and denote the location of all enclosures and attachments to the response.

D.5.4 Response to Business Requirements

Responses to the Business Requirements Matrix in Appendix A of this RFI shall be provided in this section. Respondents shall use the format provided and add explanatory details as necessary. If additional space is required, additional spreadsheets may be used but the requirement number must be referenced on the supplemental spreadsheet(s). The following vendor's response code shall be used when responding to the requirements:

S – Standard Functionality	The software provides the requested functionality without screen, code, or design changes. The product can satisfy the specification "out-of-the-box" without any modification to the standard baseline software offering. Only use "S" if the software fully meets the requirement.
M – Modification Required	Screen, code, or design modifications must be made to the standard baseline software to satisfy the specified requirement. A brief explanation is required to support any proposed modification; explanations should be provided in the "Comments" section of the matrix.
N – Cannot Meet Requirement	The desired feature or component is not available as standard functionality or through modification/enhancement. The requirement would most likely need to be met by a process workaround or by interfacing an existing legacy application.
T – Third Party	The desired feature or component is not available as standard functionality of the software but is a standard feature of the third-party solution. The third-party software provides the requested functionality without screen, code, or design changes. The proposed third-party product can satisfy the specification "out-of-the-box" without any modification to the standard baseline software offering. Only use "T" if the software fully meets the requirement.

Notes

Respondents should not be tempted to answer "S" to all questions to ensure higher compliance; the purpose of the functional requirements matrix is to determine the degree to which software, in general**,** will meet the State's business needs.

Respondents shall use one code only per requirement. Any requirement that is answered in any other way will be treated as a negative/non-response. Respondents may create their own separate spreadsheets for the respective sections to provide lengthier comments on particular requirements. All requirement responses for this section shall be submitted on read-only CD-ROM in Microsoft Excel™ 97, or higher, software format.

D.5.5 Estimated Implementation and Personnel Costs Schedules

The purpose of the Estimated Implementation Costs (see Appendix B) and the Estimated Personnel Costs (see Appendix C) schedules are to assist the State in determining the estimated costs for acquiring and implementing a new system, as well as the estimated costs associated with maintaining (including upgrading) the software over a ten (10) year period.

Respondents must complete and submit electronic versions of the spreadsheets in Appendix B and Appendix C and return it with their response on a read-only CD-ROM. Respondents should develop their cost estimates using the categories identified in the Estimated Implementation Costs Schedule template found in Appendix C, with the costs detailed by state fiscal year (July 1 - June 30). For purposes of this RFI, fiscal Year 1 is defined as being from (July 1, 2004 - June 30, 2005). The Estimated Implementation Costs Schedule shall be all-inclusive and shall encompass all costs required to install, implement, and maintain the solution for a period of ten (10) years.

Additionally, as a separate option, respondents should provide the estimated costs of a turn-key solution, including the installing, implementing, maintaining, and supporting the replacement system for a period of 12 months (Year 1), at which time the system will be turned over to OIR for ongoing support and maintenance. The remaining years (Year 2 – Year 10) should be provided as described in the previous paragraph.

In responding to this section of the RFI, respondents should document all key estimating assumptions and metrics used to derive the items in the requested spreadsheets. Respondents should further detail skill codes and hourly rates of the implementation team in the Personnel Costs schedule (see Appendix C).

D.5.6 Tennessee's Information Resources Architecture

Respondents should confirm their software solution would operate within Tennessee's Information Resources Architecture. Interested vendors may request a copy by sending an email to the RFI Point of Contact listed in Section C.3.

D.5.7 Requested Vendor Information

Respondents should provide responses for the requested vendor information identified in Appendix D (Requested Vendor Information).

E. APPENDICES

E.1 Appendix A - Business Requirements Matrix
E.2 Appendix B - Estimated Implementation Costs
E.3 Appendix C - Estimated Personnel Costs
E.4 Appendix D - Requested Vendor Information
E.5 Appendix E - Acronyms